

## **Agency Workplace Mediation Coordinator** **Synopsis of Duties and Role Description**

For complete information about the Mediation Program, please go to our website;  
[www.edr.virginia.gov](http://www.edr.virginia.gov) - Mediation Resources and Guidelines

Here are some excerpts from EDR's Mediation Program Guidelines for discussion.

A few definitions:

**Statewide Mediation Program:** a mediation program operated by the Department of Employment Dispute Resolution for the resolution of work-related conflict in state agencies and institutions throughout the Commonwealth.

**Mediation:** a voluntary process by which participants, with the assistance of mediators, share perspectives, identify disputed issues, develop options, consider possible solutions, and seek to reach a mutually acceptable resolution to their dispute. Participants in mediation make informed and deliberate decisions to resolve past problems and discuss future relationships directly and confidentially. The mediation process is used for two-party as well as group disputes.

**Agency Workplace Mediation Coordinator:** an employee designated by each state agency to coordinate EDR's statewide mediation program within that agency.

**Two-Party Mediation:** mediation of a dispute primarily between two employees, who may be co-workers or in a reporting relationship. On occasion, a third or fourth participant may be involved as well.

From the Beginning: Requests for Mediation

A request for mediation within a state agency is referred to the Agency Workplace Mediation Coordinator.

The Agency Workplace Mediation Coordinator will contact the other participant or participants to the dispute to determine their interest in mediation.

Intake/Assessment

The Agency Workplace Mediation Coordinator should respond to mediation requests promptly by conducting an intake. Intake consists of interviewing the interested participants to assess the appropriateness of mediation and the willingness of the participants to resolve their conflict. The Agency Workplace Mediation

Coordinator will submit a written "Mediation Request" to EDR, preferably within five workdays after the mediation request.

The Agency Workplace Mediation Coordinator will provide each participant in a two-party dispute with a copy of "Information About the Mediation Process" and "Tips for Successful Mediation Participation" to help ensure that each participant has a basic understanding of the mediation process and is a willing participant.

The Agency Workplace Mediation Coordinator will indicate on the "Mediation Request" form that the above information about the mediation process has been provided to the participants, and that the participants have been informed that they can contact EDR if they would like any further information.

EDR will notify the participants of the receipt of the request, and should schedule the mediation session within twenty workdays of receiving the "Mediation Request" form from the Agency Workplace Mediation Coordinator, unless the participants ask for a delay.

#### Mileage Reimbursement

While mediation is a free service provided by the Department of Employment Dispute Resolution, there is a provision for mediators, (state employee mediator only) to request and receive mileage reimbursement from the participants' agency.

#### Outcome and Agreements

The Agency Workplace Mediation Coordinator will maintain a copy of the "Mediation Request" form and any agreement reached in a separate confidential mediation file; mediation-related documents are not to be kept as part of a personnel file.